UT1 Troubleshooting Guide

(Not for use with Tankless Water Heaters)



The APCOM® UT1 Undersink Instant Hot Water System is designed to be placed under a sink and uses the cold line to the sink to the return the cooled hot water to the water heater. The kit includes a stainless-steel pump with timer, built-in temperature sensor/switch, two 24" hoses, two check valves, two tees, and 10ft. cord.

WHEN INSTALLED AND PLUGGED IN THE PUMP DOES NOT RUN

Step 1. Check if the outlet has power by plugging in another corded device. If the outlet you are using is controlled by a switch, make sure the switch is turned on.

Step 2. Check if the timer switch is set in the ON position or in the TIMER position with the tabs pushed outward for the timer operation. Make sure the arrow on the timer is pointing to the current time.

PUMP RUNS WHEN PLUGGED IN BUT NO HOT WATER ARRIVES AFTER 5 MINUTES

Step 1. Check and make sure the cold angle stop is open.

Step 2. Purge air from the pump by unplugging it, closing the cold angle stop, and running the cold faucet for a few seconds. Close the cold faucet, open the cold angle stop, and plug the pump back in. Let the pump run for 5-10 minutes and recheck.

Step 3. Check flow direction. Does the arrow on the stainless casting of the pump point from the hot water angle stop to the cold-water angle stop? Is the hot water angle stop on the left side as it should be? Check the hoses going up to the faucet. Do the hoses cross over one another? If the hot water comes from the angle stop on the right side, reinstall the pump to match the hot water inlet. Let the pump run for 5-10 minutes and recheck.

Step 4. Are the check valves installed correctly and are they operating correctly? Remove both fittings from the pump. Each fitting has a check valve installed in the brass tail pieces. Using a paper clip or other small, pointed object, verify the check valve plungers move easily. When reinstalling the fittings, install them in the direction that will allow flow through the pump hot inlet to cold inlet. The hot pump inlet and the brass tail piece are marked with a red circle. Note the direction of the arrow on the pump casing and place the fitting to allow flow in the direction of the arrow. Let the pump run for 5-10 minutes and recheck.

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(continued)

HOT WATER TEMPERATURE AT THE SINK IS BELOW 85° F

Step 1. Allow the pump to cycle through several cycles. If there is warm water in the hot line on the first cycle of the pump, it will move all this warm water into the cold line and will not stop until 105° F water reaches the pump.
The pump will only start when the temperature at the pump drops below 85° F.
It will run three to four times an hour for 1-2 minutes.

Step 2. After several cycles or if the pump continues to run, turn up the water temperature of the heater. **Warning: Never set your water heater temperature above the temperature allowed by the heater manufacturer or plumbing codes.**

WARM WATER FROM THE COLD FAUCET

Step 1. This is normal since the cold line is being used to return the cooling hot water to the hot water tank. The amount of time needed to purge the cooling hot water from the cold line varies from home to home. This time is related to how fully the cold faucet is opened, the length, type and size of the hot water supply line and the ambient temperature along the length of the hot water supply line.

Step 2. An abnormal drop in the cold-water supply line can cause the check valves in the kit to be pulled open. When this occurs, hot water is drawn from the hot water tank into the cold supply line. This might occur when sprinklers are run, when filling a pool, or if a high flow toilet or fixture is operated near the pump's location. Be aware if this occurs that all the hot water in a hot water tank could be drawn out. To fix, install a spring check valve in the cold-water supply line between the sink and the supply line the sink supply line tees into.

For additional support or installation questions,
please contact AquaMotion Technical Support at (401) 785-3000.